

Bureau of Health Care Quality and Compliance

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: NVN5238PCA	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 12/23/2009
NAME OF PROVIDER OR SUPPLIER COMPLETE HOME HEALTH CARE		STREET ADDRESS, CITY, STATE, ZIP CODE 2470 WRONDEL WAY STE 150A RENO, NV 89502		
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P 000	Initial Comments This findings and conclusions of any investigation by the Health Division shall not be construed as prohibiting any criminal or civil investigations, actions or other claims for relief that may be available to any party under applicable federal, state or local laws. This Statement of Deficiencies was generated as a result of the State Relicensure survey conducted in your agency on December 22 and 23, 2009. The state licensure survey was conducted at your agency by authority of Chapter 449, Personal Care Agencies. The patient census was 10. Ten client records were reviewed. Five client contacts were made. Seven employee files were reviewed. The following regulatory deficiencies were found:	P 000		
P 060	Section 14.1(2) Administrator Responsibilities 2. The administrator of an agency shall represent the licensee in the daily operation of the agency and shall appoint a person to exercise his authority in his absence. The responsibilities of an administrator include, without limitation: (a) Employing qualified personnel and arranging for their training; (b) Ensuring that only trained attendants are providing services to a client of the agency and that such services are provided in accordance with the functional assessment of the client, the service plan established for the client and the policies and procedures of the agency; (c) Developing and implementing an accounting	P 060		

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TITLE

(X6) DATE

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

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P 060	Continued From page 1 and reporting system that reflects the fiscal experience and current financial position of the agency; (d) Negotiating for services provided by contract in accordance with legal requirements and established policies of the agency; (e) Providing oversight and direction for attendants and other members of the staff of the agency as necessary to ensure that the clients of the agency receive needed services; (f) Developing and implementing policies and procedures for the agency, including, without limitation, policies and procedures concerning terminating the personal care services provided to a client; (g) Designating one or more employees of the agency to be in charge of the agency during those times when the administrator is absent; and (h) Demonstrating to the Health Division upon request that the agency has sufficient resources and the capability to satisfy the requests of each client of the agency related to the provision of the personal care services described in the service plan to the client. This STANDARD is not met as evidenced by: Based on staff interview, the agency failed to produce any evidence an accounting and reporting system that reflects the fiscal experience and current financial position of the agency. Scope: 3 Severity: 1	P 060			
P 110 SS=F	Section 15(2) Description Prohibited Activities 2. Provide descriptions of any activities that	P 110			

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P 110	<p>Continued From page 2</p> <p>attendants are prohibited from engaging in, including, without limitation:</p> <p>(a) Making a long distance telephone call that is personal in nature:</p> <p>(1) On a telephone owned by or provided by a client; or</p> <p>(2) While on duty providing personal care services to a client;</p> <p>(b) Loaning, borrowing or accepting gifts of money or personal items from a client;</p> <p>(c) Accepting or retaining money or gratuities from a client, other than money needed for the purchase of groceries or medication for the client; and</p> <p>(d) Becoming the legal guardian of a client or being named as an attorney-in-fact in a power of attorney executed by the client;</p> <p>This STANDARD is not met as evidenced by: Based on record review and staff interview, the agency failed to include in their documentation a description of personal care activities prohibited by statute in the disclosure statement. (Client #1, 2, 3, 4, 5, 6, 7, 8, 9 and 10)</p> <p>The agency failed to include the following prohibitions in their Disclosure Statement, policies and procedures and employee new hire information:</p> <p>2. Provide descriptions of any activities that attendants are prohibited from engaging in, including, without limitation:</p> <p>(a) Making a long distance telephone call that is personal in nature:</p> <p>(1) On a telephone owned by or provided by a client; or</p> <p>(2) While on duty providing personal care services to a client;</p> <p>(d) Becoming the legal guardian of a client or</p>	P 110			

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P 110	Continued From page 3 being named as an attorney-in-fact in a power of attorney executed by the client; Scope: 3 Severity: 2	P 110			
P 140 SS=F	Section 15(5) Infectious Disease 5. Provide for the prevention, control and investigation of infections and communicable diseases; This STANDARD is not met as evidenced by: Based on review documentation and staff interview, the agency failed to provide an infection control policy that would provide for the prevention, control and investigation of infections and communicable diseases as required by statute. Review of the policy and procedure manual, the agency's standard forms and interview revealed a lack of documentation of a method for identifying, preventing, controlling and investigating infections and communicable diseases. Scope: 3 Severity: 2	P 140			
P 210 SS=C	Section 15(12) Personnel Records 12. Provide for the maintenance of current personnel records which confirm that the policies and procedures are being followed; and This STANDARD is not met as evidenced by: Based on record review and staff interview, the agency failed to provide for the maintenance of current personnel records which confirm that the	P 210			

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P 210	Continued From page 4 policies and procedures were being followed. Review of personnel records and the agency's Policies and Procedures revealed a lack of documents required to be maintained in the personnel files. Scope : 3 Severity: 1	P 210			
P 230	Section 16.1(a-i) Personnel File Sec. 16. 1. A separate personnel file must be kept for each attendant of an agency and must include, without limitation: (a) The name, address and telephone number of the attendant; (b) The date on which the attendant began working for the agency; (c) Documentation that the attendant has had the tests or obtained the certificates required by NAC 441A.375; (d) Evidence that the references supplied by the attendant were checked by the agency; (e) Evidence of compliance with NRS 449.179 by the administrator of the agency or the person licensed to operate the agency with respect to the attendant; (f) Proof that, within 6 months after the attendant began working for the agency, the attendant obtained a certificate in first aid and cardiopulmonary resuscitation issued by the American National Red Cross or an equivalent certificate approved by the Health Division; (g) Proof that the attendant is at least 18 years of age; (h) Proof of possession by the attendant of at least the minimum liability insurance coverage required by state law if the attendant will be providing transportation to a client in a motor vehicle; and	P 230			

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P 230	Continued From page 5 (i) Documentation of all training attended by and performance evaluations of the attendant. This STANDARD is not met as evidenced by: Based on employee file review and staff interview, the agency failed to have documentation of the required 2 - Step TB skin testing for 4 of 10 employees or pre-employment physical for 2 of 10 employees. 1 of 10 employee pre-employment physicals did not contain the required regulation language. 1. Employee #1 - No evidence of annual TB skin test within 12 months. Therefore, a two-step TB skin test is required. 2. Employee #1, #2, #3 and #7 - No evidence of two-step TB skin test. 3. Employee #5 and #7 - No evidence of a physical examination. 4. Employee #1 and #2 - Physical did not include documentation that the employee was free of communicable diseases. Severity: 2 Scope: 2	P 230			
P 240	16.1(2) Training Documentation 2. The documentation described in paragraph (i) of subsection 1 must include, without limitation, for each training course attended by the attendant: (a) A description of the content of the training course; (b) The date on which the training course was attended; (c) The number of hours of the training course; (d) The name and signature of the instructor of	P 240			

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P 240	Continued From page 6 the training course; and (e) A certificate indicating that the training course was successfully completed by the attendant. This STANDARD is not met as evidenced by: Based on employee file review and staff interview, the agency failed to provide the required documentation on the attendant's training certificates for 1 of 7 employees. (Employee #2) Severity: 1 Scope: 1	P 240			
P 270 SS=E	Section 17.1 Supervisory Visits Sec. 17. 1. The administrator of an agency or his designee shall conduct supervisory home visits or telephone calls to the home of each client of the agency to ensure that quality personal care services are provided to the client. This STANDARD is not met as evidenced by: Based on record review and staff interview, the agency lacked documented evidence of telephone calls or visits by supervisory staff to the home of clients to ensure that quality personal care services were provided to clients. (Client #1, 2, 3, 4, 5, 6, 7, 8, 9 and 10) Severity: 2 Scope: 3	P 270			
P 420	Section 20.1(a-c) Disclosure Sec. 20. 1. When a person is accepted as a client by an agency, the agency shall: (a) Provide a written disclosure statement to the	P 420			

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P 420	Continued From page 7 client; (b) Require the client or a representative of the client to sign the written disclosure statement; and (c) Ensure that a copy of the written disclosure statement is incorporated into the record of the client. This STANDARD is not met as evidenced by: Based on record review and staff interview, the agency failed to provide a written disclosure statement to the client and ensure that a copy of the written disclosure statement was in the client file for 10 or 10 clients. (Client #1, 2, 3, 4, 5, 6, 7, 8, 9 and 10) Scope: 3 Severity: 1	P 420			
P 430	Section 20.1(2) Disclosure Statement 2. The written disclosure statement must include a description of and information concerning the personal care services offered by the agency, including, without limitation: (a) A statement which is easily understandable to the client indicating that it is not within the scope of the license of the agency to manage the medical and health conditions of clients should the conditions become unstable or unpredictable; (b) The qualifications and training requirements for the attendants who provide personal care services to the clients of the agency; (c) The charges for the personal care services provided by the agency; (d) A description of billing methods, payment systems, due dates for bills for personal care services and the policy for notifying clients of increases in the costs of personal care services	P 430			

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P 430	Continued From page 8 provided by the agency; (e) The criteria, circumstances or conditions which may result in the termination of personal care services by the agency and the policy for notifying clients of such termination of personal care services; (f) Procedures for contacting the administrator of the agency or his designee during all hours in which personal care services are provided and the on-call policy of the agency; and (g) Information concerning the rights of clients and the grievance procedure of the agency. This STANDARD is not met as evidenced by: Based on record review and staff interview, the agency failed to provide disclosure statements to clients that included all mandated requirements. (Client #1, 2, 3, 4, 5, 6, 7, 8, 9 and 10) The disclosure statements lacked documented evidence of the following: (b) The qualifications and training requirements for the attendants who provide personal care services to the clients of the agency (g) Information concerning the rights of clients and the grievance procedure of the agency. The Client's Rights list was incomplete and the grievance procedure was not found. Scope: 3 Severity: 1	P 430			
P 450 SS=F	Section 21.1(2) Grievance Procedure 2. The administrator of an agency shall establish and enforce a procedure to respond to grievances, incidents and complaints concerning the agency in accordance with the written policies and procedures of the agency. The	P 450			

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P 450	Continued From page 9 procedure established and enforced by the administrator must include a method for ensuring that the administrator or his designee is notified of each grievance, incident or complaint. The administrator or his designee shall personally investigate the matter in a timely manner. A client who files a grievance or complaint or reports an incident concerning the agency must be notified of the action taken in response to the grievance, complaint or report or must be given a reason why no action was taken. This STANDARD is not met as evidenced by: Based on record review and staff interview, the agency failed to provide a procedure for grievance resolution that met all regulatory requirements. A review of documentation revealed a lack of communication between the administrator and the client concerning grievances, complaints and incidents. Scope: 3 Severity: 2	P 450			
P 480 SS=F	Section 21.1(5) Written Client Rights Requirements 5. The written description of the rights of clients developed pursuant to subsection 4 must include, without limitation, a statement that each client has the right: (a) To receive considerate and respectful care that recognizes the inherent worth and dignity of each client; (b) To participate in the development of the service plan established for the client and to receive an explanation of the personal care	P 480			

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P 480	<p>Continued From page 10</p> <p>services provided pursuant to the service plan and a copy of the service plan;</p> <p>(c) To receive the telephone number of the Bureau which may be contacted for complaints;</p> <p>(d) To receive notification of any authority of the Health Division to examine the records of the client as related to the regulation and evaluation of the agency by the Health Division;</p> <p>(e) To receive from the agency, within the limits set by the service plan established for the client and within the program criteria, responses to reasonable requests for assistance; and</p> <p>(f) To receive information, upon request, concerning the policies and procedures of the agency, including, without limitation, the policies and procedures of the agency relating to charges, reimbursements and determinations concerning service plans.</p> <p>This STANDARD is not met as evidenced by: Based on record review and staff interview, the agency failed to include all client rights on the documented client rights statement provided to clients at admission.</p> <p>The items not included on the client rights form was as follows: The telephone number of the Bureau which may be contacted for complaints; Notification of any authority of the Health Division to examine the records of the client as related to the regulation and evaluation of the agency by the Health Division; To receive from the agency, within the limits set by the service plan established for the client and within the program criteria, responses to reasonable requests for assistance; and To receive information, upon request, concerning</p>	P 480			

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P 480	Continued From page 11 the policies and procedures of the agency, including, without limitation, the policies and procedures of the agency relating to charges, reimbursements and determinations concerning service plans. Review of documentation of the Disclosure Statement revealed that the list of Client's Rights was incomplete. Scope: 3 Severity: 1	P 480			
P 490	Section 22.1(1-2) Initial Client Screening Sec. 22. 1. The administrator of an agency or his designee shall conduct an initial screening to evaluate each prospective client ' s requests for personal care services and to develop a service plan for the client or to accept a service plan established for the client. 2. The initial screening and the development or acceptance of a service plan must be documented. The documentation must be dated and signed by the person who conducted the initial screening and developed or accepted the service plan. This STANDARD is not met as evidenced by: Based on record review and staff interview, the agency failed to proved documentation that included the date and signature of the person who conducted the initial screening and developed or accepted the service plan. Review of documentation revealed that in the Initial Screening document lacked documented evidence of a place for the signature of the screener and the date it was completed.	P 490			

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P 490	Continued From page 12 Scope: 3 Severity: 1		P 490		

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